

# Agenda

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1. Process
2. Calendar
3. Focus Areas
4. Opportunities
5. Discussion

# GEAR Process

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- Organize Board
- Agencies document their **process improvement opportunities** and how GEAR can assist
- Agencies write **charters** to define their efficiency/effectiveness strategy
- Agencies create **projects** and teams to carry out strategic intentions
- Agencies **execute** projects, report progress to Board
- Agencies provide input for December 1<sup>st</sup> deliverable



# Calendar

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## Process and Timing



- **GEAR01 Board: March 23<sup>rd</sup>**
  - Lightning Rounds scheduled & Homework Assigned



- **GEAR02 Board: May 18<sup>th</sup>**
  - Board identifies Annual Report Focus Areas
  - Nominate leader for each Focus Area



- **GEAR03 Board: July 13<sup>th</sup>**
  - Focus Area charters presented to Board

- **GEAR04 Board: September 12<sup>th</sup>**
  - Projects identified for each charter
  - Project plans presented to Board
- **November 1<sup>st</sup>:** Finalized project plans delivered to Board for inclusion in annual report
- **GEAR05 Board: November 16<sup>th</sup>**
  - Draft of annual report reviewed by Board
- **December 1<sup>st</sup>:** Annual GEAR report delivered
- **2018 Mid-April:** Mark-up Recommendations report

# Focus Areas

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1. Education  HCR39
2. Health ~~Care~~ and Social Services  HJR7
3. IT Efficiency
4. Human Resources Delivery  HB4
5. Financial Services Delivery  HJR8
6. Public-Private Partnerships (3P)  HB226
7. Legislative Package
8. Performance Metrics and Data
9. Administrative Procedures  SCR33

# Opportunities (YTD)

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- **Education**

- School transportation study -- charter schools initially
- Information Technology
  - Optimize eRate funding
  - Increase broadband to schools, reduce content filtering cost
  - Streamline procurement
- Lower costs of vendor services, software licenses by consolidating demand and improving RFP process

- **Health and Social Services** (in process)

- Leverage ASF opportunities / cost recovery
- Allocation of provider increases
- Vendor and RFP consolidation

# Opportunities (YTD)

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- **IT Efficiency**
  - Complete statewide technology study and centralization plan for commoditized services
- **Human Resources** (in process)
  - Consolidate HR functions and personnel distributed across agencies
  - Name Sandy Johnson to GEAR Board
- **Financial Services Delivery**
  - Enterprise financial services delivery model – start with accounts payable and Treasury processes
  - Improve budget process (e.g. Governmental Accountability Act, ASF sweeps)

# Opportunities (YTD)

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- **Public Private Partnerships** (in process)
  - Identify resource or funding constrained State initiatives that can benefit from P3 participation
- **Legislative Package**
  - Reduce printing publishing need and costs
- **Performance Metrics and Data**
  - Develop metrics to measure performance of each state government program
  - Benchmark the State of Delaware against other states and the private sector
    - Personnel needed to execute state programs
    - Compensation, employee-to-contractor ratio, merit-to-appointed employee ratio
    - Employee benefit packages
  - Conduct a statewide study to find future procurement cost savings



# Opportunities

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- **Administrative Procedures**
  - Improve efficiency of the regulatory process
    - Eliminate legacy paper processes for notices, publications, comments, etc.
  - Improve the efficiency of the administrative appeals process (e.g. Hearing officers vs. Courts)



# Discussion

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- Should GEAR scope expand to include agencies not represented by current Board membership?
- Has input from public meetings reprioritized GEAR objectives?
- Has recent legislation changed the scope or focus of GEAR?